

# Get Your Medicare Questions Answered



Do you have questions about your Medicare coverage? 1-800-MEDICARE (1-800-633-4227) can help! TTY users should call 1-877-486-2048.

## What Should I Have Ready When I Call 1-800-MEDICARE?

Have your Medicare number from your red, white, and blue Medicare card available. The automated system will ask for your Medicare number at the beginning of the call. You can either speak (say) your Medicare number or enter it with the telephone keypad. If you use the telephone keypad, enter the numbers and press the \* key for any letter(s). For example, if your Medicare number is 123-45-6789A, you would press 123456789\*.

- If you have someone call for you, the customer service representative can only speak with him or her if you give permission.
- You can either be on the phone to give permission, or you can fill out a permission form in advance, and mail it to Medicare. You can get a copy of this form, called the “Medicare Authorization to Disclose Personal Health Information,” by visiting [www.medicare.gov/MedicareOnlineForms/PublicForms/CMS10106.pdf](http://www.medicare.gov/MedicareOnlineForms/PublicForms/CMS10106.pdf) or by calling 1-800-MEDICARE. Fill out this form and mail it to Medicare BCC, Written Authorization Dept., P.O. Box 1270, Lawrence, KS 66044.

## What Do I Need to Know If I Call 1-800-MEDICARE About a Claim?

- You should say “claims” if you are calling about any of the following:
  - An issue with a Medicare claim (such as a question about a covered or non-covered service)
  - Your Medicare Summary Notice (MSN) (such as why the MSN shows the claim was denied or what part Medicare paid)
  - Medical services and supplies you got (such as a question about a wheelchair or other durable medical equipment)

## What Do I Need to Know If I Call 1-800-MEDICARE About a Claim? (continued)

- The automated system will then ask you what type of claim you are calling about. You can say “doctor service,” “hospital stay,” or “medical supplies.”
- You should have the following information available when you speak with a customer service representative:
  - Your MSN (if available)
  - The doctor or provider’s name
  - The date you got the service
  - The type of service or supply you got
  - Any amount that you already paid

## When Do I Call Someone Else About My Medicare Questions?

Below are examples of situations where you may need to call someone other than 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.

Sally has a question about her Medicare Advantage Plan.

Whom should Sally call?

Sally should call her Medicare Advantage Plan (like an HMO or PPO). The telephone number is on her membership card or in the plan materials she got when she joined the plan.

If you are enrolled in a **Medicare Advantage Plan** or a **Medicare Prescription Drug Plan**, or you have a **Medigap policy**, and you have questions related to your plan or policy, call the plan or insurance company. You may have questions about your enrollment or application, or problems with the services provided.

## When Do I Call Someone Else About My Medicare Questions? (continued)

Bob would like to enroll in Medicare Part A and also update a change to his address.

Whom should Bob call?

Bob should call Social Security at 1-800-772-1213 for help in English or Spanish. TTY users should call 1-800-325-0778.

If you need to enroll in Medicare Part A (Hospital Insurance) and/or Part B (Medical Insurance) or make changes to your personal information (such as your name or address) or if you need to report a date of death, call **Social Security**.

George worked for the railroad and recently retired. He has a question about his Part B bills.

Whom should George call?

George should call the **Railroad Retirement Board** at 1-800-833-4455 with questions about his Part B medical services and bills. TTY users should call 1-877-566-3572.

Fran has Medicare and also has insurance through her employer. She decides to switch employer plans and wants to tell Medicare about the change.

Whom should Fran call?

Fran should call the **Coordination of Benefits Contractor** at 1-800-999-1118. TTY users should call 1-800-318-8782.

You should call the Coordination of Benefits Contractor to report changes to insurance that pays before Medicare. Changes could include reporting that your other insurance is ending (for example, you stop working) or that you have new insurance (for example, you start working).

## When Do I Call Someone Else About My Medicare Questions? (continued)

Lucy has Medicare, lives in Minnesota, and gets medical assistance (Medicaid) from the Minnesota Department of Human Services. She has a question about her Medicaid coverage.

Whom should Lucy call?

Lucy should call her **State Medical Assistance (Medicaid) office** which is the Minnesota Department of Human Services.

If you have Medicaid but don't have the phone number for your Medicaid office, you can get it by calling 1-800-MEDICARE (1-800-633-4227) and saying "Medicaid" or by visiting [www.medicare.gov](http://www.medicare.gov) and selecting "Find Helpful Phone Numbers and Websites." TTY users should call 1-877-486-2048.

## Where Else Can I Find Answers to Medicare Questions?

Visit [MyMedicare.gov](http://MyMedicare.gov) and [medicare.gov](http://medicare.gov)!

You can find a wealth of personalized information on Medicare's secure online service known as MyMedicare.gov. Register at **[www.MyMedicare.gov](http://www.MyMedicare.gov)** to do the following:

- Complete your Initial Enrollment Questionnaire so your bills get paid correctly.
- Track your health care claims.
- Check your Part B deductible status.
- View your eligibility information.
- Track the preventive services you can get.
- Find a Medicare health or prescription drug plan.
- Keep your Medicare information in one convenient place.
- Sign up to get your "Medicare & You" handbook electronically.

## Where Else Can I Find Answers to Medicare Questions? (continued)

Visit **www.medicare.gov** for general Medicare information and more:

- Get detailed information about the Medicare health and prescription drug plans in your area, including what they cost and what services they provide.
- Find doctors or other health care providers and suppliers that participate in Medicare.
- See what Medicare covers, including preventive services.
- Get Medicare appeals information and forms.
- Get information about the quality of care provided by plans, nursing homes, hospitals, home health agencies, and dialysis facilities.
- Look up helpful telephone numbers and Web sites.
- View Medicare publications.

CENTERS FOR MEDICARE & MEDICAID SERVICES



CMS Product No. 11386  
Revised August 2009